

# Child Support Report

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## PERSPECTIVES FROM THE FIELD — CHANGE MANAGEMENT

### How Two States Manage Change

Tanguler Gray, Director, Division of Child Support Services, Georgia Department of Human Services



At the February 2017 National Child Support Enforcement Association (NCSEA) Policy Forum in Washington, DC, child support directors discussed how well we as leaders understand our existing culture and climate.

I had the pleasure of serving on the panel with Kate Cooper Richardson, the director of the Oregon Child Support Program.

Mike Moreno, the manager of human capital for Deloitte, moderated our plenary session called “Moving the Needle:

Improving Performance and Case Outcomes through Changing Organizational Culture.”

Mike set the tone for our discussion by sharing some statistics. In its study, [2017 Deloitte Global Human Capital Trends](#), the company explained that 83 percent of employees say culture can drive competitive behavior. This affects customer service, employee engagement, and retention. Twenty-eight percent of employees surveyed said they had a good understanding of their company’s culture as well. And 19 percent said they believed they have the right culture.

Leaders have to ensure that the actual culture and the perceived culture are the same. Kate and I shared our efforts in our respective states to understand the type of culture our offices had and then work to make changes that would improve employee engagement and customer service.

### Georgia

The Department of Human Services supports three divisions, one of which is child support. Our department’s vision is ‘Building stronger families for a stronger Georgia’ and our intent is to drive the culture for the division. There are four types of organizational culture. Our Georgia program is more aligned with a clan culture: it focuses on values and common goals. Clan cultures are generally more collaborative, and our intentions are good, but sometimes we fall short in making the connection with local staff and communicating our shared goals.

Sometimes in certain situations, offices may have people with leadership skills that could be rigid, and they believe that only their style is best. Constant communication and transparency is very, very important. We started communicating more about Georgia’s main priorities, and being approachable as much as possible, without sharing things we can’t share. It helps employees decide whether they are going to be on board with change.

### Oregon

When Kate first arrived in the Oregon Child Support Program office, she said it was tucked in a corner of the attorney general’s office. She felt like it was off to the side to be forgotten. The office staff were quiet, under the radar. Many of the employees had been there for years. The computers were old and needed an upgrade. The office needed a cultural shift.

Since they had put off change for so long, they decided to survey employees as a first step. Only 21 percent thought the organization had successfully managed change in the

## Inside this issue

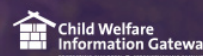
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### National Foster Care Month 2017

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past. They all had to see themselves as part of the broader office culture and not just that of the child support office.

“The goal of leadership was to move the department to a more professional culture that had a seat at the table,” Kate said. They had to get the employees to understand that they were going through an organizational change, not just a system change. Kate said, “We have a project management contractor that is focused on organizational change management. The contractor came in even before we had our implementation contract.” They started their change process before the change in hardware or processes had even begun.

## How to manage through change

Along with organizational changes, Kate and I have both presided over significant procedural and process changes.

During such times, it's important to maintain clear and consistent communication and encourage employees to cooperate across their respective silos with the end goal of better serving our customers.

You must also consider external influences — such as elected officials and taxpayers — in times of change.

As leaders managing change, we must be approachable and share the appropriate information with employees and customers so our mission is clear. Constant communication and transparency is very, very important. We must be willing to listen and be open to compromise.

*Tangler Gray is the Child Support Director for the Georgia Department of Human Services Division of Child Support Services headquartered in Atlanta. The program has 1,001 employees in 60 local offices.*

## The Four Types of Corporate Culture

In 2006, Kim Cameron and Robert Quinn, of the University of Michigan, developed a book to help people diagnose and initiate change in the culture of their organization. In *Diagnosing and Changing Organizational Culture*, the authors defined four types of organizational culture: Clan, Adhocracy, Market, and Hierarchy.

A [Northcentral University](#) blog on organizational culture listed them :

**Clan-oriented** cultures are family-like, with a focus on mentoring, nurturing, and “doing things together.”

**Adhocracy-oriented** cultures are dynamic and entrepreneurial, with a focus on risk-taking, innovation, and “doing things first.”

**Market-oriented** cultures are results-oriented, with a focus on competition, achievement, and “getting the job done.”

**Hierarchy-oriented** cultures are structured and controlled, with a focus on efficiency, stability and “doing things right.”

Each type has pros and cons because they promote different types of behaviors. Understanding your organizational culture is one step in developing a plan to change or improve it.



## Federal Programs Collect Billions for Child Support

Angela Tutwiler and Rebecca Hamil, OCSE

The Federal Offset and Passport Denial programs are successful resources for collecting past due child support. Our continued collaboration with state, tribal, and federal partners helped OCSE collect over \$1.9 billion in past-due support from federal tax refunds and administrative offsets in 2016. Since its implementation in 1982, the Federal Offset Program has collected nearly \$42.3 billion.

### The impact of tax fraud and Treasury's six-month rule

The Department of the Treasury intercepts money from a noncustodial parent's federal income tax refund in order to satisfy past-due support. This incredibly successful program has run into a major challenge in recent years because of tax fraud. We described the tax fraud problem and its impact on child support in the June 2013 *Child Support Report* article [OCSE, States, IRS Collaborate to Address Federal Offset Tax Fraud](#).

OCSE has worked diligently with the Treasury's Bureau of the Fiscal Service (formerly known as Financial Management Service) and the IRS to help curb the impact of tax fraud on families and state agencies. Treasury took one huge step with OCSE's help in January 2016 when it amended its regulation governing the offset of tax refunds to collect past-due support. The amendment set a six-month limit on the length of time that Treasury may recover certain tax refund offset collections from states.

Prior to the rule change, Treasury and the IRS could take back or reverse erroneous or fraudulent tax refunds from states' future collection deposits at any time after the offset, significantly impacting families, state agencies, and overall child support collections. In some of these cases, states had already forwarded the funds to the parents, which forced the agencies to try to recoup the money from the families or absorb the losses.

*OCSE has worked diligently with the Treasury's Bureau of the Fiscal Service and the IRS to help curb the impact of tax fraud on families and state agencies.*

The IRS has also taken steps to enhance its fraud detection processes, including improving its pre-tax return screening, strengthening its identity theft prevention, and ramping up efforts to assist taxpayers who are victims of identity theft. In late 2015, Congress enacted the Protecting Americans from Tax Hikes Act that included the following requirements:

- IRS had to hold all tax refunds on returns claiming the Earned Income Tax Credit or the Additional Child Tax Credit until mid-February 2017 to give agents more time to review returns for anomalies or fraud.
- Employers had to file their copies of Form W-2 with the Social Security Administration by January 31, 2017. This gave the IRS time to verify the legitimacy of tax returns earlier in the process and properly issue refunds to taxpayers eligible to receive them.

### Improvements have helped decrease offset adjustments

Treasury's six-month rule and the IRS fraud detection improvements significantly decreased the total amount that the IRS adjusted from states' offset collections last year, not just the cases that states referred for IRS investigation. In 2016, Treasury adjusted \$96 million in tax refund offset collections, down nearly 15 percent from 2015. OCSE also saw a decrease in reversals against offsets that states received in previous years from 20 percent of total adjustments in 2015 to only 9 percent in 2016.

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#### Impact of Tax Fraud on Child Support

## \$663 Million

States have referred \$663 million in suspicious tax refund offsets to the IRS for fraud investigation since 2011.

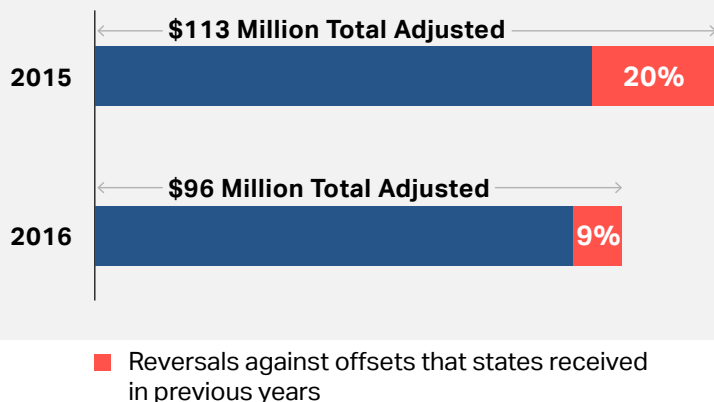
## \$293 Million

The IRS has reversed over \$293 million (43 percent) of what it had initially intercepted through erroneous refunds largely due to states' efforts to identify and report these offsets for IRS investigation.



OCSE continues to work closely with the IRS and Treasury to make improvements where possible. Later this year, we will conduct a review on the six-month rule and assess whether the Treasury Department can narrow the window even further.

## Federal Offset Adjustments for 2015 and 2016



## Gains for Administrative Offsets as well

The Debt Collection Improvement Act allows OCSE to collect certain Treasury payments to repay past-due support. These include payments from the U.S. Postal Service, the Social Security Administration, and many others. We categorize these as “administrative” offsets.

The Administrative Offset program boosted total offset collections by \$7.4 million. One program stands out above others — Department of Agriculture (USDA) farm subsidy payments. USDA intercepts have become a very effective part of the offset program. Farm subsidy payments brought in slightly less than \$650,000 in 2015 and over \$700,000 last year. Altogether, farm subsidy offsets have brought in \$7.6 million since we began collecting from them in 2009.

## Passport Denial program’s best year ever

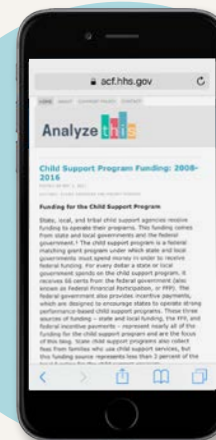
States reported collecting \$32 million from the Passport Denial program in 2016 — 14 percent more than in 2015 — most of which went to families to repay past-due support. During four months alone, states reported passport collections of more than \$12 million, setting all-time highs for individual monthly collections.

The graphic on the right shows the top five collections, the state that reported the collection, the amount collected, and the reason the parent needed the passport released. States have reported \$390 million in passport denial lump-sum collections since the start of the program in 1989.

For more information on the offset and passport denial programs, contact the Federal Offset and Passport Denial Team at [scollections@acf.hhs.gov](mailto:scollections@acf.hhs.gov).

## Analyze this

OCSE provides federal funding to offset state and local child support expenditures. To see the funding trends for the past eight years, read the latest *Analyze This* blog, [Child Support Program Funding: 2008-2016](#).



## Top 5 Collections in 2016 from the Passport Denial program

- \$216,000**  
California – Business trip
- \$189,000**  
Ohio – Just because
- \$141,000**  
California – Vacation
- \$134,000**  
California – Visit family
- \$120,000**  
California – Employment

## States Address Military Custody and Visitation Issues

Meghan McCann, Senior Policy Specialist,  
*National Conference of State Legislatures*

Over the last decade, legislation addressing the custody and visitation rights of military parents has become a national trend. Most states have some statutory provision addressing the rights of military parents. Each year, several states introduce legislation to enact the [Uniform Deployed Parents Custody and Visitation Act](#) (UDPCVA), or other similar legislation.

Currently, 12 states have enacted the UDPCVA, and 37 states and D.C. have similar laws addressing the custody and visitation rights of military or deployed parents.

### Conditions under the act

The UDPCVA requires the deploying parent to notify the other parent of the deployment as soon as possible and lays out the following provisions:

- Prohibits the court from considering past or future deployment when making a best-interest-of-the-child determination in custody proceedings;
- Sets the procedure for parents to make out-of-court agreements as to custody and visitation during deployment;
- Allows for expedited proceedings for parents who do not agree so that a custody order is entered before a deployment, and prohibits a permanent custody arrangement to be ordered without the deployed parent's consent; and

- Establishes the procedure used to terminate the temporary custody arrangement when the parties agree, and when the parties do not agree and the court must intervene.

In states that have not enacted the UDPCVA, legislation takes many forms. Some states prohibit the consideration of deployment when determining custody and visitation, and others address the process of establishing or modifying custody orders when a parent is on active duty or deployed.

### Current situations

During the 2017 legislative session, Pennsylvania and West Virginia introduced legislation to enact the UDPCVA, and Oklahoma and Nevada are working to amend their existing UDPCVA statutes to include civilian employees. The West Virginia and Oklahoma legislation was enacted. Utah enacted legislation addressing custody and visitation issues of parents who are service members, including how custodial responsibility should be decided in the event of deployment of one or both parents.

Massachusetts, New Jersey, New York, and Oregon introduced legislation addressing custody and visitation of military parents. The states are including prohibitions on considering past or future deployment when determining custody and visitation, and they are trying to institute procedures for establishing or modifying custody and visitation orders for military parents.

In addition, New York has legislation for two categories of military families. First, it allows active duty military parents to appoint short-term military service guardians to exercise their custody and visitation rights while they are deployed. It also allows for modification of child support payments where members of the state national guard called to active duty experience a reduction in income from their civilian job.

The National Conference of State Legislatures (NCSL) [Military Parent Custody and Visitation page](#) has information detailing each state's law regarding custody and visitation for military parents. In addition, you can search pending legislation in NCSL's [Child Support and Family Law Legislation Database](#).

### About NCSL

The [National Conference of State Legislatures](#) is a bipartisan legislative research organization that serves legislators and legislative staff in all 50 states and territories. For more information about NCSL and the [Child Support Project](#), contact Meghan McCann, [meghan.mccann@ncsl.org](mailto:meghan.mccann@ncsl.org).





## Supporting Massachusetts Veterans

Lisa Perfetuo Miller, Management Analyst,  
*Massachusetts Veteran and Military Programs*

Since 2003, the state Department of Revenue (DOR) Child Support Enforcement Division has been developing family-centered services to assist veterans with child support issues. Our leadership built these programs because they understand the crucial role this support plays in helping meet children's financial needs. But they also understand the overwhelming feeling many veterans have about their ability to meet their personal obligations. This balance is particularly critical for the veterans who are homeless or at risk of becoming homeless.

### Joint program helps veterans find work

DOR developed the first initiative with the U.S. Department of Veterans Affairs (VA) through the [Compensated Work Therapy program](#). It encourages veterans with child support arrears to pay a portion of their non-garnishable, program-subsidized wages to their child support debt. In exchange, the DOR refrains from taking enforcement actions — such as levying bank accounts, suspending licenses, and collecting interest on past-due support — as long as the veteran fulfills the terms of the voluntary agreement.

### Financial assistance benefits

The second program, created with the state Department of Veterans Services, gives [Massachusetts Chapter 115 benefits](#) to eligible veterans while simultaneously helping them meet their child support obligations. Chapter 115 gives financial assistance so veterans can pay for food, shelter, and medical expenses. Similar to the first program, veterans can voluntarily agree to use a portion of these benefits to pay their past-due support. The DOR, in turn, limits its enforcement actions while the veterans meet the terms of their agreements. Thanks to the help of local veteran service officers, the program has identified many veterans who need help managing their child support responsibilities.

### Expanding outreach to veterans and military families

Based on the success of these programs, Michele Cristello and Maureen Ford, the MA Child Support deputy and associate deputy commissioners, launched the Veterans and Military Initiative Project to provide more information about child support obligations and options.

Staff who volunteered to participate in the project knew this would be in addition to regular work duties. Still, their response was overwhelming — over 50 people stepped forward to kick off the project. Volunteers started by developing a dedicated email account and

a telephone hotline to answer questions. Then they developed a brochure to address the most frequent child support questions.

Volunteers received training on program goals and were divided into teams to conduct outreach and filter inquiries. Teams hit the pavement at various outreach events for military families and veterans and gave presentations at regional council meetings for veteran service officers and other local stakeholders. The staff's sense of gratitude along with their eagerness and enthusiasm to assist veterans continues to drive their desire to spread the word about the initiative.

In an effort to reach more veterans in need, the state veterans and revenue offices signed a memorandum of understanding to exchange information electronically. With the new tool, revenue staff have been able to identify veterans with outstanding child support obligations. As a result, they have been able to connect with more veterans who are eligible and get them into payment agreements to decrease their arrears. In some cases, DOR was also able to help veterans reduce their child support orders.

### Finding the highest populations of veterans

DOR established clinics at VA hospitals in Massachusetts so volunteers can meet with veterans in person to determine what assistance they needed. The volunteers guide veterans to available resources, provide information on arrears management, and assist them with modifications as needed. DOR leadership hopes to put clinics in all regional VA medical centers and eventually in non-VA-run facilities where veterans go for resources or aid.

Thanks to these outreach efforts and dedicated staff members, DOR leaders expect rapid growth in the number of veterans they service over the next year. Their work in this area demonstrates a strong commitment to veterans, military members, and their families.

For more information, contact Lisa Perfetuo Miller at 617-889-9143 or [millerli@dor.state.ma.us](mailto:millerli@dor.state.ma.us).



## Building a Military and Veterans Legal Services Network

James Murray, OCSE

In June 2016, a diverse group of experts held a national summit in Washington, DC, to build a legal assistance network to help military members, veterans, their families, caregivers, and survivors. I felt privileged to represent the child support program in the Military and Veterans Legal Services Network Summit because we know the mobile nature of military and veteran families can cause difficulties with child support cases. The summit's mission was to pull in expertise and direction from a broad mix of stakeholders to outline the development of the legal assistance network. We looked at increasing the capacity of and links to administrative, civil, and criminal law services at the local, state, and national levels. The American Bar Association and [Army OneSource](#) recently released a [report](#), an [action plan](#) and a [roadmap](#) that showed us the way forward.

Studies confirm that child support help is a major area of need for the men and women that have nobly served our country. I can't tell you how many folks at the summit said that they were glad to see me. As we talked, they all seemed to transition from being curious about child support's position, to being excited that we would be an active partner. Many were surprised to hear about our comprehensive approaches and wondered how many people knew of them.

Our program is one that they don't understand in many ways. A partner in my work group told me how she struggled to fill out the maze of benefits forms for her husband — a permanently disabled veteran that she cares for full time. She pitched an idea for training lawyers and judges on the types of veterans benefits that can and cannot be garnished to meet child support obligations. She also recommended possible changes to Department of Veterans Affairs forms so families could easily determine the status of a veteran's benefits.

Lack of knowledgeable help can add to the stress that families face when trying to make sure their loved ones are being cared for. The legal network will set up 3 to 5 multi-state pilot sites to test and fine-tune operations for:

- Recruiting and supporting legal service providers so they can meet the continuum of needs;
- Developing an interstate referral compact to address multistate jurisdictional cases;
- Building a shared case management system that supports legal providers from case intake through resolution; and
- Creating an industry-wide legal provider training and education effort/delivery model.

You can help support military and veteran families by visiting the American Bar Association's [Standing Committee on Legal Assistance for Military Personnel](#) webpage and sharing information on the summit with your peers.

For more information on OCSE's involvement in the summit, contact James Murray at [james.murray@acf.hhs.gov](mailto:james.murray@acf.hhs.gov).

## Garnishing Veterans Disability Compensation

Navigating the world of active and retired military pay and benefits and Department of Veterans Affairs (VA) disability compensation can be difficult for child support professionals. Attorney Mark Sullivan is a retired U.S. Army Reserve colonel who served in the Judge Advocate General's corps and now practices law in Raleigh, North Carolina. He has written several papers on military law and child support.

One of Sullivan's papers outlines the rules for withholding support payments from VA disability compensation. He also provides text from the statutes that regulate these actions and examples of how different disability ratings and payment amounts affect a veteran's pay. For information on your ability to garnish VA disability compensation in child support cases, read Sullivan's [Garnishment of VA Disability Compensation](#) on the American Bar Association website. You can find more information on the Legal Assistance for Military Personnel [Silent Partners](#) website.



New Hampshire Division of Child Support Services staff participated in a Veterans Law Clinic in Laconia, NH, in April along with volunteers from organizations including the NH Veterans Law Project, easterseals NH and Genesis Behavioral Health (GBH). Navigating Recovery of the Lakes Region and GBH sponsored the clinic. Learn more in next month's issue of the *Child Support Report*.



## South Carolina Supporting Dads

Gary Gamble, Program Manager, *Operation Work*; Harry Shaw, State Attorney, SC Child Support Services Division, Stephen Yarborough, Assistant Director of Policy & Training, SC Child Support Services Division

Just like a dad with a new baby, the South Carolina Child Support Services Division (CSSD) and the [SC Center for Fathers and Families](#) experienced some necessary growing pains for its statewide fatherhood program in 2016. Officials spent the fall of 2015 putting the program in place by hiring staff, finding office space, and figuring out how it could help as many people as possible. This is a look at their growth in 2016.

### The center's outreach program

The center has opened offices in Sumter, Florence, and York counties to provide employment services and much more. While enrollees get plenty of assistance with job readiness, job searches, and job retention, they also attend classes in building healthy relationships, financial literacy, and parenting.

*Inmates face the same challenges as our regular clientele — intensified by the consequences of incarceration: a criminal record, detachment from their children, extended segregation from their community, and often a job skills gap.*

During the year, center affiliates share the same curriculum and meet on a regular basis among themselves and with the child support program staff. While all of the sites have their own flavors, and all are performing well, one is a bit further along. With Shaw Air Force Base only a couple miles away, and with new industry having moved into the area over the past three or four years, the Sumter County site is poised for huge community impact.

By the end of September 2016 — the close of the first full year of the fatherhood contracts — the center's affiliates received more than 1,300 referrals from the family courts; the Department of Probation, Pardon, and Parole; and the Department of Social Services. Of the men who were unemployed at intake, 55 percent found jobs. Out of the total population served — which is more than just those referred because of a child support action — hundreds have reported increased time with their children and improved relationships. These numbers do not include individuals from the center's inmate outreach efforts.



Harry Shaw, State Attorney, South Carolina Child Support Services Division

### Inmate outreach

In the [January 2016 Child Support Report](#), CSSD officials explained how the two groups were starting to provide outreach to federal prison inmates. Just as it's become increasingly more difficult to talk about child support as a stand-alone phenomenon in public forums, it is the same behind the concrete walls and barbed wire of the prisons. The fatherhood program and inmate outreach have joined together out of necessity and circumstances. Three staff members hold about 12 to 15 information sessions per year to 50-100 inmates during each event. In addition, a child support services representative conducts a seminar once a week in the state's largest pre-release facility.

Inmates face the same challenges as our regular clientele — intensified by the consequences of incarceration: a criminal record, detachment from their children, extended segregation from their community, and often a job skills gap.

In different locations, and in varying degrees, both the child support program and fatherhood staffs were visiting federal and state prison facilities and talking to inmates about challenges they would face upon release. These were the same issues they covered with fathers who were in non-prison programs. Combining efforts helped us provide better service.

### Helping inmates from other states

While staff share the benefits of fatherhood programs with inmates who are about to be released, there is no active effort to recruit them into these programs. With federal inmates in particular, the majority of those who attend will have child support cases in neighboring states, which places limits on services we can provide. Nevertheless, regardless of the location of their child support order, all attendees who ask for assistance will receive it because we hope that some of the challenges that await them at their release will be proactively



resolved, somewhat mitigated, or at least better understood.

One of the more common problems comes when family courts put detainers on inmates. As soon as they are released from federal or state prison, they immediately are sent to a county facility. Bench warrants can also put an individual at risk after release. On a few occasions, these have unfortunately been issued post-incarceration. The program has worked with the family courts and local facilities on at least a dozen such cases.

### The priority — reach dads

CSSD structured its fatherhood contracts so that staff can provide services to over 90 percent of South Carolinians. While we would love to reach the remainder, logistical and funding realities prohibit it. For the limited geographical area without fatherhood offices, South Carolina provides 844-4SC-DADS, a statewide phone line that will direct anyone who wants to explore fatherhood services to the nearest center. It also offers support over the phone if a father is unable to physically enroll.

*For more information, call 844-4SC-DADS (844-472-3237).*



Left: Gary Gamble, Program Manager, Operation Work, Right: Stephen Yarborough, Assistant Director of Policy & Training, South Carolina Child Support Services Division

## Effects of Parental Incarceration on Children

Nearly 3 million children under the age of 18 currently have a parent behind bars, and roughly 5 million children have had a parent incarcerated at some point during their childhood. A growing body of research indicates that many of these children experience trauma, family disruption, and loss of their primary caregiver, which can lead to financial hardship, residential instability, and an array of other social problems. HHS recently hosted a panel discussion about how innovative partnerships at the federal, state, and local level can mitigate the negative effects of parental incarceration on children.

OCSE recognizes that one significantly negative impact of parental incarceration on children is a parent's limited ability to pay child support, including after release. The combination of limited education, limited job skills or employment history, and a felony conviction mean that reentering parents and the families that depend on them have many challenges to steady employment. OCSE's [Incarcerated Groups/Reentry](#) webpage has resources that child support professionals and other service providers can use to help parents make a successful reentry into their communities, connect with their children, and improve the likelihood of employment and reliable support for children and families.

## Financial Help for the Justice-Involved

An estimated 70-100 million individuals in the U.S. have a criminal record. They often face financial challenges when transitioning back to society. The Consumer Financial Protection Bureau released a new [Focus on Reentry](#) guide with information and tools to help child support professionals discuss the financial challenges justice-involved individuals often face. The guide is a companion to the [Your Money, Your Goals](#) toolkit featured in the [March-April 2017 Child Support Report](#).

## Sesame Workshop Offers Free Toolkits

Tara Wright, Project Coordinator, U.S. Social Impact, *Sesame Workshop*

Sesame Workshop is the nonprofit educational organization behind *Sesame Street* and so much more. Our mission is to help kids grow smarter, stronger, and kinder. Working at the national, regional, and local levels, we rely on people and organizations like child support offices and nonprofit groups to help us accomplish our mission.

We appreciate the work child support offices do to educate, engage, and support young children and families, and we are here to support your efforts. Sesame Workshop offers free resources in categories like health and wellness, early learning, and social-emotional wellbeing.

### [Sesame Street for Military Families: Resources for Veterans](#)

We created this research-based, multimedia initiative to help military families ease the transition from active duty to civilian life. The project includes digital resources, videos, a parent-facing e-newsletter campaign, partner toolkits, and a printed activity book, *My Story, My Big Adventure*. Great for kids, ages 2 to 6, the interactive pages help parents and kids talk together about the transition in positive ways. This is one of several military- and veteran-themed toolkits in [Sesame Street for Military Families](#).

### [Little Children, Big Challenges: Incarceration](#)

This bilingual (English/Spanish) multimedia community engagement initiative supports children ages 3 to 8 and their caregivers during the incarceration of a parent. These kits also include a parent/caregiver guide, children's storybook, and tip sheet, along with a mobile app for adults.

### [Little Children, Big Challenges: Divorce](#)

This toolkit provides resources for families with young children, ages 2 to 8, as they encounter the tough transitions that come with divorce. It includes a parent/caregiver guide, a children's storybook, and a tip sheet for friends. A mobile app for adults is also available!

*These toolkits and many more are available for download at [www.SesameStreet.org/toolkits](http://www.SesameStreet.org/toolkits). Additionally, printed toolkits for some initiatives are available at no cost. You can order them by sending an email to [outreach@sesame.org](mailto:outreach@sesame.org). This story originally ran in the [November-December 2016 Child Support Report](#).*



## Reimagine HHS

On May 2, Secretary Price kicked-off a department-wide initiative to [“Reimagine HHS.”](#) In his speech, the secretary laid out a vision for how the team at HHS can utilize its many talents, enthusiasm, and commitment to the mission of the department to improve how we promote and support the health and well-being of the American people. You can also follow HHS on Twitter at [@HHSgov](#).

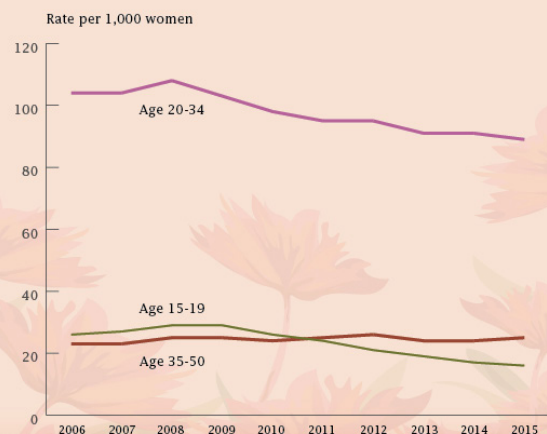
## Celebrating Moms

According to the U.S. Census Bureau [Facts for Features: Mother's Day](#), Anna Jarvis organized the first Mother's Day observances in Grafton, West Virginia, and Philadelphia, Pennsylvania, on May 10, 1908. As the annual celebration became popular around the country, Jarvis became the driving force behind Mother's Day and asked members of Congress to set aside a day to honor mothers. She succeeded in 1914, when Congress designated the second Sunday in May as Mother's Day.

The Census Bureau reports that, in 2014, there were more than 43 million mothers in the United States between 15 and 50 years old.

## Happy Mother's Day

Women With Births in the Last 12 Months



United States  
Census Bureau

U.S. Department of Commerce  
Economics and Statistics Administration  
U.S. CENSUS BUREAU  
[census.gov](http://census.gov)

Source: 2015 American Community Survey  
[www.census.gov/programs-surveys/acs/](http://www.census.gov/programs-surveys/acs/)



## National Helpline Supports Native Domestic Violence Victims

Family and Youth Services Bureau,  
Administration for Children and Families

Native Americans now have a national domestic and dating violence hotline staffed by experts in violence against Native American survivors. The [StrongHearts Native Helpline](#) (StrongHearts) is the first national helpline for Native survivors of domestic and dating violence. StrongHearts launched on March 6.

Native survivors, friends, family, and those concerned about abuse in their relationships can call 1-844-7NATIVE (1-844-762-8483) for immediate help between 9:00 a.m. and 5:30 p.m. CDT, Monday through Friday. StrongHearts is also available to service providers. Native domestic violence advocates with specialized expertise on violence against Native survivors staff the program and connect with other domestic violence organizations serving Native communities across the United States.

The National Domestic Violence Hotline and the National Indigenous Women's Resource Center established StrongHearts to give Native survivors accessible safety planning, crisis counseling, and culturally relevant referrals. It is a direct response to addressing the high rates of relationship violence in Native communities. "The reality is that so many of our American Indian and Alaska Native people experience domestic violence and dating abuse every day," said Lucy Rain Simpson, executive director of the resource center and a citizen of Navajo Nation. "It has never been more evident that access for our Native people to a Native helpline will continue to bolster national efforts to restore power and safety in our tribal communities. The StrongHearts Native Helpline is ready to answer that call."

***More than 4 in 5 American Indian and Alaska Native women and men have experienced violence in their lifetime.***

According to the 2016 report [Violence Against American Indian and Alaska Native Women and Men](#), more than 4 in 5 American Indian and Alaska Native women and men have experienced violence in their lifetime. Of these, more than 55 percent of women and 43 percent of men reported experiencing physical violence by an intimate partner.

Researchers wrote, "... more than 2 in 5 American Indian and Alaska Native female victims reported being physically injured, and almost half reported needing services." They

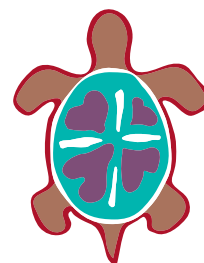
stated that what they needed the most were medical care and legal assistance, but 38 percent were unable to receive those services.

The Family Violence Prevention and Services Act (FVPSA) Program provided significant funding to StrongHearts. FVPSA Program Division Director Marylouise Kelley believes, "To enhance access to services and meet the unique needs of Native survivors, a dedicated Native helpline that provides support and connections to shelter, advocacy, and other services is critical."

FVPSA is the primary federal funding source for emergency shelter and other supportive services for domestic violence victims and their children. It awards formula grants to tribes, states, and state domestic violence coalitions serving 56 states and territories and nearly 275 tribes. FVPSA also awards discretionary grants to build and enhance capacity and improve responses to address domestic and dating violence.

"StrongHearts will provide immediate support and life-saving tools to enable survivors to find safety and live lives free of abuse," says Katie Ray Jones, the National Domestic Violence Hotline chief executive officer. Since its inception in 1996, the hotline has provided domestic and dating violence help to over 4 million people.

Information for this story comes from [National Helpline Opens to Support Native Victims of Domestic Violence](#), published on March 6, 2017. For more information on StrongHearts, please contact the [National Indigenous Women's Resource Center](#) and [The National Domestic Violence Hotline](#).



**STRONGHEARTS**  
Native Helpline

# Wheel Helps Tribes Navigate Child Support

Roberta Coons, OCSE

OCSE has developed federal guidelines so that the 16 million children covered by the national child support program receive the same level of service. The many regulations, policies, and requirements can be confusing or overwhelming to the staff in new child support programs. That is where a handy, technical assistance tool comes in.

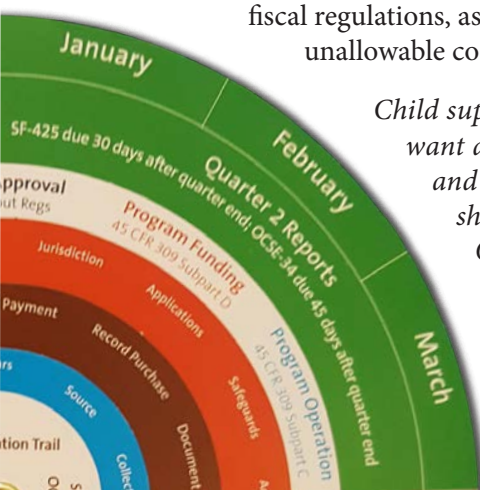
Grants Management Specialist Brenda Chamberlain and Region VII OCSE program staff developed the ACF Tribal Wheel and the one-page Requirement Wheel Companion to give tribes guidance. The wheel is a quick, holistic reference that covers tribal child support regulations, OCSE guidance, fiscal regulations, and reporting requirements.

The wheel contains five different sized circles that sit one on top of the other. A center brad joins the layers together but still allows them to spin independently. When you hold the wheel and turn the different components clockwise or counterclockwise, you will see how all the regulations and requirements flow throughout the life of the program. One component cannot work effectively without the other. By removing the brad and looking at the back of each part of the wheel, you find an additional explanation of the front of that section.

Tribal child support directors, fiscal specialists, tribal councils, states, and others use the wheel as a desk reference tool to find tribal child support program information quickly and easily. Regional program specialists use the wheel as a training tool with new tribal child support program staff.

The Tribal Wheel shows where and how to find applicable regulations, the 14 components of a tribal plan, fiscal and program reports, and reporting timeframes. The wheel will refer you to the companion document because it supplements the wheel with more in-depth information. The front of the companion document contains program regulations that govern the tribal child support program while the backside has fiscal regulations, as well as allowable and unallowable costs.

*Child support professionals who want a copy of the Tribal Wheel and companion document should contact their assigned OCSE program specialist.*



## Kickapoo Health Fair

Members of the Kickapoo Child Support Enforcement Office participated in the 17th Annual Kickapoo Health Fair, sponsored by the Kickapoo Nation Health Center. Child Support Director Deniece Masqua and her staff presented general child support information to over 100 visitors who stopped by the booth. Since the event was so well attended, the child support staff anticipates continuing their outreach to the tribal community through the fair.

## Child Support Report

*Child Support Report* is published monthly by the Office of Child Support Enforcement. We welcome articles and high-quality digital photos to consider for publication. We reserve the right to edit for style, content and length, or not accept an article. OCSE does not endorse the practices or individuals in this newsletter. You may reprint an article in its entirety (or contact the author or editor for permission to excerpt); please identify *Child Support Report* as the source.

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